

# TENNESSEE REGULATORY AUTHORITY

Mary W. Freeman  
Director



Office (615) 741-3668  
Fax (615) 532-4698  
Mary.W.Freeman@state.tn.us

## Memorandum to Docket File 10-00083

FROM: Director Mary W. Freeman *msf*  
DATE: May 20, 2010  
SUBJECT: Docket 10-00083, *Petition for Declaratory Ruling and Nunc Pro Tunc Designation of Nexus Communications as an Eligible Telecommunications Carrier to Offer Wireless Service in Tennessee.*

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The following individuals currently participate in the Reachout Wireless program and have called my office supporting the continuation of services.

Ms. Barbara Glover	Memphis, Tennessee
Ms. Delma Chambers	Nashville, Tennessee
Ms. Michelle Ammon	Whites Creek, Tennessee
Ms. Barbara McBride	Madison, Tennessee
Ms. Deborah Johnson	Nashville, Tennessee

In addition, you will find email correspondence along with the attachments I received regarding Reachout Wireless/ Nexus Communications.

Attachments

**Shiri Anderson - Can you take a look:**

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**From:** "Eddie Bass" <rep.eddie.bass@capitol.tn.gov>  
**To:** "Shiri Anderson" <Shiri.Anderson@tn.gov>  
**Date:** 4/29/2010 10:50 AM  
**Subject:** Can you take a look:  
**Attachments:** TN United Way Ltr of Support.pdf; Memphis Center For Independant Living.pdf; TN USAC TN Lifeline Penetration Rates.pdf

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Good Morning Shiri,  
How are you and the family?

Good Morning Shiri,  
I hope you and the family are doing well.

Rep. Bass wants to know what's going on regarding the below email. We are getting hit with the calls he speaks of but until we find out what's up we can't respond. Rep. Bass would like this information as soon as possible since he wants to tell constituents the facts at his Monday conversation with the district.

Take care, Thanks, &  
Have a good day,  
Rochelle Frazier-Beard  
Executive Secretary to  
Rep. Eddie Bass  
109 War Memorial Bldg.  
Nashville, TN 37243  
Office 615.741.1864  
Fax 615.253.0228

**"No people are really free until they become the instrument of their own liberation. Freedom is not legacy that is bequeathed from one generation to another. Each generation must take and maintain its freedom with its own hands." ---John Henrik Clarke**

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**From:** Steven Fenker [mailto:Steve@tsihomophone.com]  
**Sent:** Wednesday, April 28, 2010 6:11 PM  
**To:** Eddie Bass  
**Subject:**

Representative Bass –

You may have received some phone calls today from Tennessee constituents and I wanted to let you know why. My name is Steven Fenker and I am President of Nexus Communications, Inc. and I'm writing this email to inform you about a vital issue that affects low income Tennessee residents. Nexus provides wireless service to government-assisted Tennessee residents under the name Reachout Wireless. The program I am referring to is called the Lifeline and Link-Up program.

The reason behind the calls to you your office today are most likely related to the fact that Nexus has recently informed our Tennessee Lifeline subscribers that The Tennessee Regulator Authority (TRA) is currently reviewing Nexus' participation in the program and Nexus needs their support to continue offering a wireless Lifeline offering in the state of Tennessee. The issue the TRA is looking at is a legal question associated with the TRA's authority to allow Nexus to continue to offer its wireless Lifeline offering in the state of Tennessee.

It is also my understanding that some State Representatives are under the impression that this is a federal issue – it is not – this is a completely state issue as the TRA is the sole adjudicating body which determines a carrier's access into the program.

The core issue centers around a dispute between Nexus and federal regulators over whether Nexus has been granted the proper authority by the TRA to provide a wireless Lifeline offering in Tennessee. Today, Nexus filed an emergency petition with the Tennessee Regulatory Authority asking the TRA to resolve that dispute and tell the federal regulators that Nexus does, in fact, have the proper authority in Tennessee. I would be glad to send you a copy for your review.

Without immediate regulatory relief Nexus may not be able to continue to provide Lifeline services to its thousands of low income Tennessee residents who currently receive Nexus' wireless Lifeline service.

Is it possible that I could talk with you briefly about this situation? I have attached some outreach materials, photos of Nexus' outreach efforts and some information on the Lifeline program in Tennessee for your review.

If you need any additional information I am available anytime at 740-972-1462.

Thank You,

**Steven Fenker**  
**Nexus Communications, Inc. dba TSI**

Office: 740-972-1462

Fax: 740-548-1173

Email: [sfenker1@earthlink.net](mailto:sfenker1@earthlink.net)

**Memphis Center For Independent Living**

1633 Madison Avenue

Memphis, TN 38104

(901)726-6404 (901)726-6521 [fax]

www.mcil.org

April 27, 2010

Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Re: Nexus Communications, Inc., TRA Docket No. 08-00119

Dear Chairman Kyle,

I am writing this letter on behalf of the Memphis Center for Independent Living ("MCIL"). MCIL advocates public policies that promote the public interest to all Tennesseans regardless of economic status. As such, we are writing to ask you to fully support continued services offered by Nexus Communications, Inc. as an eligible telecommunications carrier in the State of Tennessee.

For Tennesseans who are struggling in today's tough economic climate, mobile wireless phone service, is a vital tool in helping these families stay safe during emergencies, and is essential in helping participants seek and maintain employment and to stay connected with family. Low income Tennessee residents now have the opportunity to join thousand of other Nexus low income subscribers already enrolled in numerous other states where Nexus Communications, Inc., provides services as an eligible telecommunications carrier.

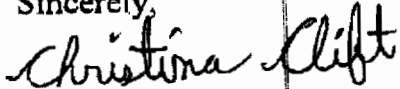
MCIL believes that having access to a mobile phone is a critical component for personal safety, access to emergency services, and can potentially increase a low-income recipient's economic productivity and earning power. MCIL believes that this program offers a fiscally responsible model to support economically challenged Tennessee residents who can use wireless technology as a safety tool and to improve the opportunities for gaining meaningful employment in a mobile world.

Allowing Nexus to continue to offer free wireless service and a free handset via the Lifeline program serves to expand competition in the telecommunications market place, provide Tennessee low-income residents with a safely tool, and help financially challenged Tennesseans

gain economic opportunities with funding provided by the Federal Universal Service Fund and under program guidelines established for state to access this program.

We believe Nexus will continue to help Tennessee residents contribute to a robust state economy without creating any drain on already scarce state revenues. It is, in our judgment, important that Nexus be allowed to continue to provide these much needed services and ensure that Tennessee residents continue to have access to this valuable program.

Sincerely,

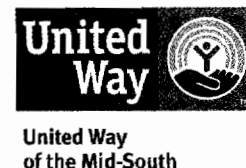


Christina Cliff

Consumer Advocate

Memphis Center for Independent Living





April 15, 2010

Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Re: Nexus Communications, Inc., TRA Docket No. 08-00119

Dear Chairman Kyle,

I am writing this letter on behalf of United Way of the Mid-South. United Way of the Mid-South advocates public policies that promote the public interest to all Tennesseans regardless of economic status. As such, we are writing to ask you to fully support continued services offered by Nexus Communications, Inc., as an eligible telecommunications carrier in the state of Tennessee.

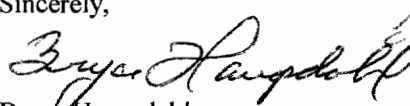
For Tennesseans who are struggling in today's tough economic climate, mobile wireless phone service, is a vital tool in helping these families stay safe during emergencies, and is essential in helping participants seek and maintain employment and to stay connected with family. Low income Tennessee residents now have the opportunity to join thousands of other Nexus low income subscribers already enrolled in numerous other states where Nexus Communications, Inc., provides services as an eligible telecommunications carrier.

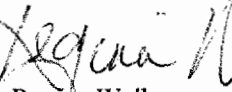
United Way of the Mid-South believes that having access to a mobile phone is a critical component for personal safety, access to emergency services, and can potentially increase a low-income recipient's economic productivity and earning power. United Way believes that this program offers a fiscally responsible model to support economically challenged Tennessee residents who can use wireless technology as a safety tool and to improve the opportunities for gaining meaningful employment in a mobile world.

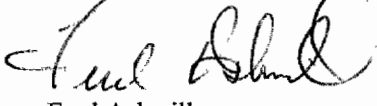
Allowing Nexus to continue to offer free wireless service and a free handset via the Lifeline program serves to expand competition in the telecommunications marketplace, provide Tennessee low income residents with a safety tool, and help financially challenged Tennesseans gain economic opportunities with funding provided by the Federal Universal Service Fund and under program guidelines established for states to access this program.

We believe Nexus will continue to help Tennessee residents contribute to a robust state economy without any drain on already scarce state revenues. It is, in our judgment, important that Nexus be allowed to continue to provide these much needed services and ensure that Tennessee residents continue to have access to this valuable program.

Sincerely,

  
Bryce Haugsdahl  
President

  
Regina Walker  
Sr. Vice President

  
Fred Ashwill  
Vice President



# Tennessee Telephone Assistance Programs

- The Tennessee Regulatory Authority (TRA) administers the Low Income Telephone Assistance Programs
- Each phone company processes their own consumers' program-based Lifeline applications
- TRA processes all income-based Lifeline applications. Consumers can call TRA directly at 1-800-342-8359 to request an application or print an application online at <http://www.state.tn.us/tra/consumerfiles/lluapp.pdf> and submit it to:

**Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
615-741-8953 (fax)**



# Tennessee

## Low Income Statistics

- In 2<sup>nd</sup> Quarter 2007:
  - 34 Eligible Telecommunications Carriers (ETCs) operated in Tennessee
  - 31 ETCs received Low Income support
  - \$2,139,612 in Lifeline support was disbursed
  - \$535,109 in Link Up support was disbursed
  - On average 69,111 households received Lifeline support
  - Approximately 13,578 households received the Link Up discount





# Tennessee

## Low Income Participation

- Tennessee ranked among the lowest 9 states (participation rate of less than 10%)
- Participation rate for Tennessee is 8.58% (based on July 2006 data when 53,121 households received Lifeline support)
- USAC estimates that there are 619,272 eligible households in Tennessee



# Tennessee

## Low Income Participation

- Possible reasons why participation is low in Tennessee
  - Low awareness of programs
  - Lack of automated enrollment
  - Unsuccessful advertising
  - Recent expansion of eligibility criteria

**Shiri Anderson - FW:**

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**From:** "Connie Phelps" <connie.phelps@capitol.tn.gov>  
**To:** <shiri.anderson@tn.gov>  
**Date:** 4/28/2010 2:23 PM  
**Subject:** FW:  
**Attachments:** TN United Way Ltr of Support.pdf; TN Outreach aaaa.jpg; TN USAC TN Lifeline Penetration Rates.pdf

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Shiri:

I finally have gotten to the bottom of some of this. Please read the e-mail below. I guess this guy thought I was the Rep. which is why it says Rep. Phelps.  
Please advise.

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**From:** Steven Fenker [mailto:Steve@tsihomephone.com]  
**Sent:** Wednesday, April 28, 2010 2:15 PM  
**To:** Connie Phelps  
**Subject:**

Holley – thank you for taking the time today to discuss the reason behind the calls that Representative Phelps received today - As I mentioned Nexus provides wireless service to government-assisted Tennessee residents under the name Reachout Wireless. The program I am referring to is called the Lifeline and Link-Up program and Nexus' wireless Lifeline offering in the state of Tennessee consists of a free wireless handset along with 68 minutes free minutes every month for all eligible Tennessee residents.

The reason behind the calls to you your office are most likely related to the fact that Nexus has recently informed our Tennessee Lifeline subscribers that The Tennessee Regulator Authority (TRA) is currently reviewing Nexus' participation in the program and Nexus needs their support to continue offering a wireless Lifeline offering in the state of Tennessee. The issue the TRA is looking at is a legal question associated with the TRA's authority to allow Nexus to continue to offer its wireless Lifeline offering in the state of Tennessee.

It is also my understanding that some State Representatives are under the impression that this is a federal issue – it is not – this is a completely state issue as the TRA is the sole adjudicating body which determines a carrier's access into the program.

The core issue centers around a dispute between Nexus and federal regulators over whether Nexus has been granted the proper authority by the TRA to provide a wireless Lifeline offering in Tennessee. Today, Nexus is filing an emergency petition with the Tennessee Regulatory Authority asking the TRA to resolve that dispute and tell the federal regulators that Nexus does, in fact, have the proper authority in Tennessee.

Without immediate regulatory relief Nexus may not be able to continue to provide Lifeline services to its thousands of low income Tennessee residents who currently receive Nexus' wireless Lifeline service.

Is it possible that I could talk with you briefly about this situation? I have attached some outreach materials, photos of Nexus' outreach efforts and some information on the Lifeline program in Tennessee for your review.

If you need any additional information I am available anytime at 740-972-1462.

Best Regards,

**Steven Fenker**  
**Nexus Communications, Inc. dba TSI**

Office: 740-972-1462

Fax: 740-548-1173

Email: [sfenker1@earthlink.net](mailto:sfenker1@earthlink.net)



United Way  
of the Mid-South

April 15, 2010

Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Re: Nexus Communications, Inc., TRA Docket No. 08-00119

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Allowing Nexus to continue to offer free wireless service and a free handset via the Lifeline program serves to expand competition in the telecommunications marketplace, provide Tennessee low income residents with a safety tool, and help financially challenged Tennesseans gain economic opportunities with funding provided by the Federal Universal Service Fund and under program guidelines established for states to access this program.

We believe Nexus will continue to help Tennessee residents contribute to a robust state economy without any drain on already scarce state revenues. It is, in our judgment, important that Nexus be allowed to continue to provide these much needed services and ensure that Tennessee residents continue to have access to this valuable program.

Sincerely,

  
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President

  
Regina Walker  
Sr. Vice President

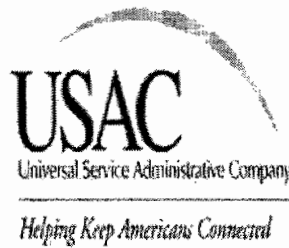
  
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Nashville, TN 37243-0505  
615-741-8953 (fax)**



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**Shiri Anderson - Reach Out calls we are getting**

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**From:** "Regina Patton" <regina.patton@capitol.tn.gov>  
**To:** <mary.w.freeman@tn.gov>  
**Date:** 4/28/2010 10:59 AM  
**Subject:** Reach Out calls we are getting

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Mary:

As you probably know, our legislative offices are getting inundated by calls from people afraid they are losing their "Reach Out" phone service. Every call I have answered so far is from someone not even in Rep. Moore's district, besides the fact that this is not something we can address on the state level.

I tried to call the numbers back that show up on our phones, (770-937-1009 or 1008 or 1002 etc) and each one says the number is no longer in service. So is there any way to stop this disruption of so many legislative offices when we can't call the originating number back?

Thanks,

Regina

Regina Patton, CPS  
Executive Secretary to  
State Representative Gary Moore  
35 Legislative Plaza  
Nashville, TN 37243  
615-741-4317 phone  
615-253-0360 fax

## Shiri Anderson - E-mail from Nexus regarding Reachout Wireless and TRA

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**From:** "Regina Patton" <regina.patton@capitol.tn.gov>  
**To:** <mary.w.freeman@tn.gov>  
**Date:** 4/28/2010 2:33 PM  
**Subject:** E-mail from Nexus regarding Reachout Wireless and TRA  
**Attachments:** TN Outreach aaaa.jpg; TN USAC TN Lifeline Penetration Rates.pdf

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Mary:

Just received this--thought I would forward it since I've e-mailed your office today about this matter and they are naming TRA in the e-mail.

Regina

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**From:** Steven Fenker [mailto:Steve@tsihomephone.com]  
**Sent:** Wednesday, April 28, 2010 2:24 PM  
**To:** Regina Patton  
**Subject:**

Representative Patton –

My name is Steven Fenker and I am President of Nexus Communications, Inc. and I'm writing this email to inform you about an issue that affects low income Tennessee residents. Nexus provides wireless service to government-assisted Tennessee residents under the name Reachout Wireless. The program I am referring to is called the Lifeline and Link-Up program.

The reason behind the calls to you your office today are most likely related to the fact that Nexus has recently informed our Tennessee Lifeline subscribers that The Tennessee Regulator Authority (TRA) is currently reviewing Nexus' participation in the program and Nexus needs their support to continue offering a wireless Lifeline offering in the state of Tennessee. The issue the TRA is looking at is a legal question associated with the TRA's authority to allow Nexus to continue to offer its wireless Lifeline offering in the state of Tennessee.

It is also my understanding that some State Representatives are under the impression that this is a federal issue – it is not – this is a completely state issue as the TRA is the sole adjudicating body which determines a carrier's access into the program.

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service.

Is it possible that I could talk with you briefly about this situation? I have attached some outreach materials, photos of Nexus' outreach efforts and some information on the Lifeline program in Tennessee for your review.

If you need any additional information I am available anytime at 740-972-1462.

Best Regards,

**Steven Fenker**  
**Nexus Communications, Inc. dba TSI**

Office: 740-972-1462

Fax: 740-548-1173

Email: [sfenker1@earthlink.net](mailto:sfenker1@earthlink.net)



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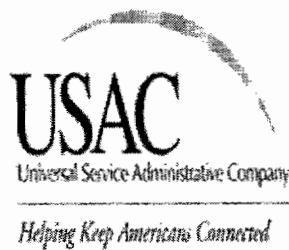
Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
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  - Recent expansion of eligibility criteria



**Shiri Anderson - FW: Reach Out Wireless**

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**From:** "Connie Phelps" <connie.phelps@capitol.tn.gov>  
**To:** <shiri.anderson@tn.gov>  
**Date:** 4/28/2010 10:32 AM  
**Subject:** FW: Reach Out Wireless

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**From:** Latonya Ellis  
**Sent:** Wednesday, April 28, 2010 9:40 AM  
**To:** B.L. Rhodes; Staff  
**Subject:** RE: Reach Out Wireless

REACHOUT WIRELESS™ is a government assisted wireless service provided by Nexus Communications, Inc., ("Nexus"). REACHOUT WIRELESS™ offers a discount benefit to low income families and individuals via wireless services in place of older technologies like landline phone service. To obtain REACHOUT WIRELESS™ service potential subscribers must meet certain eligibility requirements such as receiving governmental assistance or a household income that is at or below the federal poverty level. The specifics of what determines a potential subscriber's eligibility are specific to each state. REACHOUT WIRELESS™ service is limited to one household, and cannot be combined with any other Lifeline and Link-Up offering.

REACHOUT WIRELESS™ government assisted wireless offering is part of the Lifeline and Link-Up America programs. The Lifeline Assistance and Link-Up America programs are only one part of the Universal Service Fund (USF) which exists to ensure that quality telecommunications services are available to low-income customers at just, reasonable and affordable rates. Lifeline and Link Up provide discounts that make telephone service (and wireless service) more affordable for more than 7 million Americans.

The Universal Service Fund program is not a tax paid by U.S. taxpayers. The Universal Service Fund program is funded from contributions by telecommunications carriers collected in part from the Universal Service Charge applicable to all forms of interstate telecommunication services. The wireline and wireless companies that provide Lifeline and Link-Up are approved to participate in the low income program of the Universal Service Fund for the revenue they forgo by providing discounted service to eligible consumers.

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**From:** B.L. Rhodes  
**Sent:** Wednesday, April 28, 2010 9:40 AM  
**To:** Staff  
**Subject:** Reach Out Wireless

Terry Baxter just called and told me that she Googled it and found that it's a government program. There is a number for it, which is 877-8709440.

Forestine

B. L. Rhodes  
Legislative Assistant to  
Representative Barrett Rich  
204 War Memorial Building  
Nashville, TN 37243  
(615)741-6890

## Shiri Anderson - FW: ReachOut Wireless Outreach Program

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**From:** Doug Fluegel <doug.fluegel@unitedwaynashville.org>  
**To:** Shiri Anderson <Shiri.Anderson@tn.gov>  
**Date:** 4/20/2010 12:50 PM  
**Subject:** FW: ReachOut Wireless Outreach Program  
**Attachments:** Sample Outreach Letter to the TRA #1 4-16-2010.docx

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Hi, Shiri

What's the scoop on this request for a letter?? I meant to ask you yesterday.? Does the TRA fund this group?

Thanks!

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**From:** Rachel Freeze  
**Sent:** Friday, April 16, 2010 2:52 PM  
**To:** Doug Fluegel  
**Subject:** FW: ReachOut Wireless Outreach Program

Doug, the Nexus people who are offering the cell phone stuff, asked me to write a letter of support. I thought it was just a letter stating that I got the materials and understand the value of the product...you know, in case they had a certain quota of outreach to meet. Well, it looks like their letter is more public policy related. What do you think?

In Service,

**Rachel Freeze**  
**Manager?Nashville Alliance for Financial Independence (NAFI)**

United Way of Metropolitan Nashville?250 Venture Circle?Nashville, TN 37228  
Tel: 615.780.2444?Fax: 615.780.2426?NashvilleAFI.org and MyMoneyNashville.org  
LIVE UNITED. Give. Advocate. Volunteer.

NAFI thanks its sponsors: Blevins, Inc., Tennessee Department of Human Services (DHS), Wal-Mart Foundation, Fifth Third Foundation, Bank of America, Regions Bank, Tyson Foods, SunTrust Bank, U.S. Bank, Bank of Nashville, US Community Credit Union, National Association of Black Accountants, Inc. Nashville Chapter, First State Bank, White Thompson, Waddell & Reed, Inc., and United Way of Metropolitan Nashville.

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**From:** Ben Rogers [mailto:ben@tsihomephone.com]  
**Sent:** Friday, April 16, 2010 12:57 PM  
**To:** Rachel Freeze  
**Subject:** RE: ReachOut Wireless Outreach Program

Rachel,

Thank you for getting back to me so quickly. I have attached a copy of a sample letter other organizations have written. Please feel free to change it in any way you feel necessary. Thank you again for your support.

If you have any questions please feel free to contact me directly.

Sincerely,

Ben Rogers

**Nexus Communications, Inc.**  
**740.549.1092 (Office)**  
**740.548.1173 (Fax)**  
[www.tsihomephone.com](http://www.tsihomephone.com)

This message contains information from NEXUS COMMUNICATIONS, Inc. which may be confidential and privileged. If you are not an intended recipient, please refrain from any disclosure, copying, distribution or use of this information and note that such actions are prohibited. If you have received this transmission in error, please notify by email [ben@tsihomephone.com](mailto:ben@tsihomephone.com)

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**From:** Rachel Freeze [<mailto:rachel.freeze@unitedwaynashville.org>]  
**Sent:** Friday, April 16, 2010 1:48 PM  
**To:** 'Ben Rogers'  
**Subject:** RE: ReachOut Wireless Outreach Program

Hi Ben,

Could you give me a of a template letter of support (to help save me time)? I think the programs are great, and I'll help with outreach to our partners that have more direct interaction with low-income individuals and families.

In Service,

**Rachel Freeze**  
**Manager?Nashville Alliance for Financial Independence (NAFI)**

United Way of Metropolitan Nashville?250 Venture Circle?Nashville, TN 37228  
Tel: 615.780.2444?Fax: 615.780.2426?NashvilleAFI.org and MyMoneyNashville.org  
LIVE UNITED. Give. Advocate. Volunteer.

NAFI thanks its sponsors: Blevins, Inc., Tennessee Department of Human Services (DHS), Wal-Mart Foundation, Fifth Third Foundation, Bank of America, Regions Bank, Tyson Foods, SunTrust Bank, U.S. Bank, Bank of Nashville, US Community Credit Union, National Association of Black Accountants, Inc. Nashville Chapter, First State Bank, White Thompson, Waddell & Reed, Inc., and United Way of Metropolitan Nashville.

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**From:** Ben Rogers [<mailto:ben@tsihomephone.com>]  
**Sent:** Friday, April 16, 2010 10:20 AM  
**To:** Rachel Freeze  
**Subject:** ReachOut Wireless Outreach Program

Ms. Freeze – thank you very much for talking with me yesterday about our low income wireless Lifeline offering for Tennessee residents and Nexus' community outreach program.

I have attached a letter that perhaps better explains this fantastic yet underutilized program, and I have also sent some marketing materials and a sample Self-Certification Form for your review.

I also thought that I would give you this quick bullet point list of information regarding the Universal Service Fund:

**The Universal Service Fund**

The Universal Service Fund, which is administered by the Universal Service Administrative Company is designed to ensure that quality telecommunications services are available to low-income customers at just, reasonable, and affordable rates. Similar programs have existed since at least 1985. The Telecommunications Act of 1996 codified the principle that "consumers in all regions of the nation, including low income consumers . . . should have access to telecommunications and information services "

Nexus was approved by the Tennessee Regulatory Authority (TRA) back in 2008 as an ETC which has authorized Nexus to provide Lifeline and Link-Up via the federal Universal Service Fund. The Lifeline and Link-Up program reduces the cost of telephone service to eligible subscribers, making the service more obtainable to a large number of low income families. As an ETC Nexus has been granted the authority to provide services via the Universal Service Fund.

Please let me know what else you might need and again I deeply appreciate the offer to write a letter of support for Nexus and support for the program. I will be glad to send you a draft letter of support similar to those written on behalf of Nexus by other community organizations.

Thank you again,

Ben Rogers

**Nexus Communications, Inc.**  
**740.549.1092 (Office)**  
**740.548.1173 (Fax)**  
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April 15, 2010

Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

Re: Nexus Communications, Inc., TRA Docket No. 08-00119

Dear Chairman Kyle,

I am writing this letter on behalf of (Name of organization). (Name of organization), representing Tennessee residents who will benefit from continued access to Nexus' wireless Lifeline telecommunications services that include a free handset and sixty eight free monthly wireless minutes, strongly endorses the continued services offered by Nexus Communications, Inc., as an eligible telecommunications carrier in the state of Tennessee.

(Name of Organization) believes that this program offers a fiscally responsible model to support economically challenged Tennessee residents who can use wireless technology as a safety tool and to improve the opportunities for gaining meaningful employment in a mobile world. (Name of Organization) advocates public policies that promote the public interest to all Tennesseans regardless of economic status.

(Name of Organization) believes that having access to mobile phone is a critical component for personal safety, access to emergency services, and can potentially increase a low-income recipient's economic productivity and earning power.

We are writing to urge you to fully support continued services offered by Nexus Communications, Inc., as an eligible telecommunications carrier in the state of Tennessee. Allowing Nexus to continue to offer free wireless service and a free handset via the Lifeline program serves to expand competition in the telecommunications marketplace, provide Tennessee low income residents with a safety tool, and help financially challenged Tennesseans gain economic opportunities with funding provided by the Federal Universal Service Fund and under program guidelines established for states to access this program.

Low income Tennessee residents now have the opportunity to join thousands of other Nexus low income subscribers already enrolled in numerous other states where Nexus Communications, Inc., provides services as an eligible telecommunications carrier. For Tennesseans who are struggling to get by in today's tough economic climate, mobile wireless phone service, is a vital tool in helping these families stay safe during emergencies, and is

essential in helping participants seek and maintain employment and to stay connected with family.

We believe Nexus will continue to help Tennessee residents contribute to a robust state economy without any drain on already scarce state revenues. It is, in our judgment, critical that Nexus be allowed to continue to provide these much needed services and ensure that Tennessee residents continue to have access to this valuable program.

Sincerely,